

Town of Nantucket
Internet, E-mail and Computer Use Policy

Adopted: November 4, 1998

Effective: November 4, 1998

Updated: May 1, 2002; January 30, 2004

Applicability: *All Town and County employees*

I. Purpose

The safety and well being of each employee and citizen who comes in contact with the Town of Nantucket electronically, is of vital concern to the Town. Internet access and computers offer an easy, efficient and fast means of communication and/or research, but this use must be undertaken responsibly. The purpose of this policy is to:

- decrease the Town's liability exposure caused by an employee's inappropriate use of email or Internet access
- manage efficient use of computer systems; ensure that Town employees are using computers and Internet access appropriately and for Town-related purposes
- prevent unlawful or wrongful actions against employees or citizens either directly or indirectly through the use of computers
- prevent the possibility of endangering Town information systems by downloading files that contain viruses

II. Policy

Internet access, E-mail (both internal and external), and/or all other computer files and equipment provided by the Town of Nantucket are to be used for Town business purposes. In general, the use of computers or other Town equipment for personal purposes is prohibited. An employee may, outside of working hours and for short periods of time, check one's personal email or access the Internet in a reasonable manner.

Consistent with federal law, the Town reserves the right to enter, search, disclose, and monitor the computer files or E-mail of any employee at any time and for any reason with or without advance notice. This includes, but is not limited to, investigating theft, disclosure of confidential information, personal abuse of the system, conflict of interest or monitoring workflow or productivity. Unauthorized computer users may not access the messages or files of other individuals on the Town's computer system. If an individual believes there is reason to access another employee's files and/or messages, that person should review his/her concern with their Department Head or the Town Administrator.

Password protection or a "personal" computer does not imply that the user's messages, memos, documents or any other files, active or deleted, are private.

This policy is not only for the protection of the Town's employees, but also for the Town as a whole. Many Town PC's are connected to the Town server via network, and no risk to this system can be tolerated.

III. Procedure for Internet Access and Use

1. Access to any inappropriate or offensive Internet site by any employee is prohibited. Examples of such Internet sites include: pornographic sites, sites that advocate illegal acts.
2. Access to the Internet shall be with the use of Internet Explorer as installed by the Information Systems Coordinator. The Information Systems Coordinator must approve any other software used to access the

Internet in advance of its installation.

3. Any new Internet accounts must be authorized by the appropriate Department Head and the Information Systems Coordinator. The Information Systems Coordinator must also be contacted for specific instruction on the installation of Internet Explorer and Anti-Virus or other virus checking software when any employee is provided with a new or different computer.

IV. E-mail Access and Use

1. Access to E-mail shall be through a Microsoft product (Outlook or Outlook Express).

2. Any new e-mail accounts must be authorized by the appropriate Department Head and the Information Systems Coordinator.

V. Prohibited Computer, Internet and Email Activities

A. Attempting to gain unauthorized access to any computer system or network.

B. Deliberate attempt to disrupt the computer system performance or destroy data by spreading or introducing computer "viruses".

C. Use of the system to engage in any illegal act such as drug sales, lotteries, betting pools or criminal activities. Users shall not use the Internet or E-mail system to threaten another person's safety or to access material that is profane, obscene, advocates illegal acts of violence, or for any other inappropriate purposes. Users shall not forward any of the above for any reason. Contact the Information Systems Coordinator for instructions on clearing any offensive email if necessary.

D. The use of Town information for non-Town purposes is prohibited. This expressly prohibits Town employees from accessing the system to provide information outside the realm of the employee's direct responsibilities and/or outside established procedures for responding to requests for public information.

E. Destruction of or damage to any equipment, software or data belonging to the Town of Nantucket.

F. Use of computer "games" during working hours is prohibited.

G. Use of inappropriate language (i.e., use of obscenities, profanity, threats, racist or sexist remarks), which applies to public messages, private messages and material posted on Web pages.

H. Knowingly or recklessly posting false or defamatory information about a person or organization.

I. Using the system for political lobbying, personal financial gain or fraud.

J. Establishing web sites unless directed by Town Administrator.

K. Accessing or downloading resources of any kind for which there is a fee; downloading information or files unless information has previously been scanned with virus detection software; downloading files that are too large (any files of this type should be sent to the Information Systems

Coordinator and will be transferred to your machine via the network) and will tie up or disrupt the system; downloading or accessing information resources which are not for a clear Town purpose.

L. Forwarding or saving "spam" or any other unauthorized unnecessary email or data on any Town computer.

VI. Employee Responsibility

Use of the Internet and E-mail system is a privilege and is not to be abused. Employees shall comply with all applicable sections of this policy in addition to the following:

When sending e-mail messages, employees are representing the Town of Nantucket and are responsible for the content of all messages. Each employee is expected to ensure that the information being entered or sent is not offensive, frivolous or inappropriate. An employee should never forward any inappropriate email for any reason. Although spam and viruses can be an unfortunate consequence of internet and email use, every precaution should be made, including but not limited to the following:

- a) do not open email from anyone you do not know. If you are in a department that must do so to provide information, make sure that Symantec is running;*
- b) do not forward email or files unless you are confident of their source;*
- c) do not use the internet for any unnecessary reasons. Do not provide your town email account to anyone other than for Town business.*

Due to bandwidth limitations, employees are prohibited from playing or using radio or streaming video over the internet.

Personal use of a Town computer must be limited in duration and frequency so that it does not interfere with the employee's work responsibilities or adversely affect the productivity of the employee or the employee's co-workers.

Employees are expected to cooperate fully in the investigation of any complaint or alleged violation of this policy. An informal guideline employees are advised to follow with regard to the appropriateness of internal and external email messages and Internet access is: ***Is it appropriate for the front page of the newspaper?***

VII. Management Responsibility

Department Heads and supervisors are responsible for ensuring that staff understand and adhere to this policy.

VIII. Violations of this Policy

Violations of this policy will be handled in a manner consistent with the Town's disciplinary process up to and including termination; and, may be subject to prosecution by local, state and federal authorities.

IX. Town Limitation of Liability

The Town shall not be responsible for the accuracy or quality of information obtained through the Internet; financial obligations arising through the unauthorized use of the Internet; any illegal use of the Internet.

The Town reserves the right to restrict or terminate an employee's access privileges at any time for any reason.

The Town has the right to monitor computer usage activity in any form that it sees fit to maintain the purpose of this policy.

This policy is subject to revision at any time by the Town Administrator.